

WEEKLY MANAGER'S REPORT TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

February 15, 2024

DEPARTMENT MANAGER'S REPORT (William Lawrence):

Shout out this week goes to Denise Williams, Code Enforcement Officer, I have received feedback from some of the neighbors on the south end of town. They reported that Denise has done an excellent job cleaning up their neighborhood. I had the opportunity to look at some before and after pictures and saw the difference Denise made by working with the homeowners. Great Job Denise!

The Department Manager's Meeting was held on Tuesday morning. We reviewed the Commission Meeting Agenda for the next commission meeting on Wednesday, February 21st. I reviewed my management style and discussed what happens when you stick your head up out of the sand. The hiring process has picked up at the Police Department with a new officer being sworn in this week. The managers and their staff have been working on core values that they think should represent the Town. I am looking forward to their feedback.

CLERK'S OFFICE (Nancy Wilson):

Kudos to both Carol and Jackie this week. Carol had a monster packet to generate, and Jackie had a larger than usual packet for a Parks & Recreation Board meeting plus this was only the second time she's "clerked" the meeting.

I am working on defining the town's core values with the Clerk crew to discuss during our next meeting with Bret Meade. Reminder: the process is to determine core values, create a mission statement, develop and strategic plan, and then implement it. Lady Lake has been operating in The Villages' shadow for so long that it would be nice to define an identity that is just ours. The by-product of this is that staff will have a common goal and will need to work cohesively to implement it.

We are continuing our work with Civic Clerk to establish agenda access users, their permissions, and the approval workflow settings. Our first meeting using the new software should be on April 15th.

COMMUNICATIONS (Elisha Pappacoda):

No report this week.

FINANCE (Pam Winegardner):

I would like to take the time to give a big thank you to people who are good at their job.

I appreciate people who do their job well, I would like to thank Andy Crogan for all the help and resolutions he brings to both finance and to Customer service billing. He has patience no matter how foolish the solution is (Pam, just reboot your computer).

I also appreciate how Malina Wright has stepped in and shows us how to do processes in CitizenServe, explains the building department procedures on paperwork and has the drive to go above and beyond her job. She teaches us to fish and does not just give us a fish.

I would also like to thank the Clerk's office for helping me find documents in their vast files (keepers of the records), reminding me of issues that need to be processed, keeping an eye on my reports, and letting me know when I make a mistake. I cannot learn if I do not know my mistakes.

I also have to say I have the best finance department ever. This place can run without me for a while. Yes, I have more experience and therefore I am the department head, but we are a team and I love the drive I see. I keep my thinking process open to my team and collectively we are better for it.

GROWTH MANAGEMENT DEPARTMENT (Thad Carroll):

The Growth Management Department distributed comments this week pertaining to the Green Key Village Phase 6 Final Plat – 48 single-family lots on 15.96 acres. On Monday, the Planning and Zoning Board made motions to forward final plats for Hammock Oaks, Phases 1A, 1B, and 1C to the Town Commission with the recommendation of approval. The Planning and Zoning Board also made a motion to forward the final plat of Green Key Village Phase 5 to the Town Commission with a recommendation of approval.

The building department received revisions for retaining walls for the Hammock Oaks Subdivision Phase 1A. There were 116 building inspections conducted this week and 47 new permits were issued. This week code enforcement opened 13 new cases, closed 23 cases, and conducted 64 inspections on properties with open cases. Additionally, 10 snipe signs were removed from the Town's rights-of-way.

This week, the building department received notification that the Insurance Services Office, Inc. (ISO) will be conducting an upcoming evaluation of our building code enforcement program in April as part of the ongoing implementation of the Building Code Effectiveness Schedule (BCEGS). As part of this process, a representative from ISO will meet with Building Department staff and our Building Official. We will need to complete an extensive cross-department questionnaire and gather required supporting documentation and reports regarding topics such as the Town's building code enforcement, natural disaster risks,

migration programs, total fair market/assessed values of all buildings within Town Limits, permit and inspection statistics, etc. The ultimate goal of this evaluation is to ensure the Town is taking the appropriate measures to address natural disaster mitigation through our policies and procedures. This data is then used as one of many tools to help lower insurance costs in the area.

Per ISO, "BCEGS was developed through the combined efforts of model building code organizations and the property/casualty insurance industry. The program evaluates a community's building code enforcement - focusing on mitigation of natural hazards. The intent is to encourage code-compliant construction thus ultimately reducing catastrophe-related damage and lower insurance costs. The program also includes advisory premium discounts for property insurance written in jurisdictions with effective codes that are well-enforced. Please note that the Building Code Effectiveness Grading Schedule is an insurance underwriting and information rating tool."

HUMAN RESOURCES (Tamika DeLee):

The town of Lady Lake would like to welcome Aseir Bakar to the team. He is our new Police Officer for the Lady Lake Police Department. Human Resources is in the process of conducting background checks for the Parks & Recreation Operator I position. Parks & Recreation currently has one available position for Parks and Recreation Operator II. Three applicants were selected for interviews for the Public Works Operator II positions. Those interviews are scheduled for Wednesday, February 21st. A conditional offer of employment was made and accepted for the Assistant Finance Director position. A special shout-out goes to Audrey Richards who is the Administrative Assistant to Human Resources. Ms. Richards secured a guest speaker to present the February wellness topic. The presenter was Ryan Booher from Vitality SarcoHealth. Ryan Booher has served as vice president of Vitality SarcoHealth for over a decade. He is a passionate leader, brand ambassador, and motivational speaker wholly devoted to the company's redemptive mission: To redefine aging and what you think you know about aging. The topic that was presented was "Exercise Is Not Enough." Ryan will be back in March for a second wellness presentation. Check out the following feedback for our employees at the Town of Lady Lake:

"One of the best presentations ever." ~Ruth P.

"It was very good." ~Nicole L.

"It was for every age. It related to all ages." ~Rhonda H.

"Looking forward to the next presentation." ~Sam W.

"Very informative." ~Mena B.

"Very, very good! Very informative." ~ Carol O.

"Excellent! Great information." ~Jackie S.

"He was my favorite presenter." ~Nancy W.

"Very good! Learning that walking is not enough." ~Julia H.

"It was good." ~Michelle S.

"It was interesting to find someone actually talking about something more than losing weight."
~Becky S.

INFORMATION TECHNOLOGY (John Pearl):

Staff are involved in multiple ongoing enterprise software and information security projects.

Andy has made good progress preparing the new Axon vehicle-mounted equipment for our configuration and test period.

The non-mandatory question and answer call for RFP 2024-001 for FiberWAN construction was held on Tuesday afternoon. Three vendors attended. Proposals are due March 12.

Pam and John met with our financial auditors CRI on Tuesday afternoon to discuss GASB-98 SBITA reporting requirements.

Patrick, Leon, and John met on Tuesday afternoon to continue efforts to improve address change management and communication.

Patrick met with CT and vendor Surface Water Pros to discuss the Stormwater Utility.

John is meeting with Mike Andrews of Leesburg and Liz Yourkievitz of Florida International University on Friday afternoon to discuss hosting their 4-hour Cybersecurity Leadership and Strategy Executive Seminar in Lake County.

Howard, Leon, and John continued the SANS SEC401 certification program this week.

LIBRARY

No report this week.

Remember to check out our Facebook page for all the upcoming events:

www.facebook.com/lakelakelibrary225

PARKS AND RECREATION (Mike Burske):

No report this week.

POLICE DEPARTMENT (Chief Steve Hunt):

I had the privilege to attend a dinner meeting with the Nam Knights MC at their clubhouse last week in Mascotte. Many of their members are from Lady Lake. They are very supportive of our mission, and it was an honor to share with them what we are doing here at the PD. I had a very enjoyable evening. I am so thankful for the support we receive in this community.

Officer Bakar has begun his orientation week and was sworn in today as a Lady Lake police officer. Please welcome him to our family.

I want to take a moment to share the great work of new evidence technician Scott Kolb. When he took over the room last June, the audit revealed we had 5,651 units of evidence. Since that time, Scott has worked diligently with Sgt. Gehrsitz to reduce that number. Over the last six months we have destroyed over 1,000 drug and drug-related items, another 1500 items (including dozens of weapons) were destroyed, returned to other agencies, or returned to their owners. We also submitted \$5,000 to the Finance department in forfeited funds. Scott has now begun to review the video evidence in order to get those items current. This process is extremely tedious and time consuming. The evidence room is often overlooked in police work. The liability is extremely high, and it is important to have the right people, the right safeguards, and the right policies in place to make it run as efficiently as possible. I am thankful that we have all three. Well done, Scott!

Crashes, crashes, crashes...I am not sure what is happening out there but what a month for accidents. Elvira and Mary in our records division have been extremely busy in their world in addition to the folks in the field. Thank you to our Civilian Service Aide Tim Puchalski and the officers on the street for their efforts.

The Town of Lady Lake is a great and safe place to live, work, and visit. Occasionally, however, we experience moments of the opposite. Our officers responded to two dangerous calls involving weapons this week, both within 12 hours of each other. We assisted the Lake County Sheriff's Office who were serving a Civil Eviction notice at a home here in Lady Lake. The person did not want to leave and displayed a handgun. After successful negotiation, the individual surrendered. The situation was tense. The Sheriff's Office was the lead on this case (because they are responsible for all the Civil Process actions within the County), and we provided support. We enjoy a wonderful relationship with our LCSO partners. Later that evening, our officers responded to a person with a gun call in one of our apartment complexes. During the investigation, officers attempted to confront a person of interest who then fled on foot. He was subsequently apprehended with a gun, extra ammo, drugs, and other criminal contraband/evidence. A large crowd had formed, and this too was a tense situation that had a peaceful resolution due to the professional manner in which it was handled. I share these stories not to cause alarm but to let you know that our officers routinely stand in the gap to

defend and serve this community. Bad things do not happen every day here (and I am thankful for that), but they do happen. When they do, know that those from the Lady Lake Police Department will be there.

PUBLIC WORKS/UTILITIES DEPARTMENT (C.T. Eagle)

Administration (C.T. Eagle -Director and Peggy Smith – Admin Assistant to Director):

Information regarding current Town Projects can be found here:

<https://www.ladylake.org/departments/public-works/town-projects/>

Public Works has job openings, please see the Town's website, or contact Human Resources for more information. <https://www.ladylake.org/departments/human-resources/>

Updated information regarding the FDOT US 27/441 Road Widening Project can be found here <https://www.cflroads.com/project/238395-5>. Questions and concerns can also be submitted via the website. The projected full completion date is April of this year.

Maintenance Department (Ted Williams, Supervisor):

Performed driveway apron inspections, coordinated with residents on concerns, and coordinated with contractors and vendors.

Streets (Kon Scott, Travis Lacey, and Justin Wallace - Lead Operators):

Crews performed normal duties including patching potholes, litter pickup along roadways, cleaning storm drains, mowing right of ways, tree trimming, and patching road cuts.

Continued townwide street sign replacement project.

Trimmed trees on East Lady Lake Blvd.

Facilities Maintenance (Truman Henson, Lead Operator, Scott Hammack, Operator I, and Phillip Perna, Operator I):

Staff completed multiple work orders at Town facilities. Repaired and replaced lighting at the PD. Installed new sod at Town Hall.

Continued performing mowing and landscaping activities at Town Hall, Public Works, and the Library.

Motor Pool (Billy Kohler, Lead Mechanic):

Continued servicing the Town's equipment and fleet vehicles as a one-man show.

Utilities — Water and Sewer (Thomas "Butch" Goodman, Supervisor):

Completed Utilities Availability Requests from prospective developers, Utilities Connection Quotes, project plan reviews, Certificate of Occupancy close out requests, Backflow device

verification audits, purchase orders, Monthly Operating Reports for the regulatory agencies, review of Right of Way Utilization Permits, and work orders.

Future potential and already approved development projects coordination is ongoing with the Growth Management Department.

Ongoing coordination on the Town's annual backflow device testing program.

Distribution and Collection Systems Field Operations (Robert Barnes, Lead Operator):

The supervisor and field staff are in continuing and ongoing coordination with the Florida Department of Transportation contractors (Southland) and engineers (Metric) regarding the US 27/441 Road Widening Project.

Completed numerous 811 dig ticket location requests and coordinated for GIS mapping.

Performed weekly fueling and testing of emergency equipment and generators.

Completed meter change outs, new meter installs, work orders, distributed cut-off notice door hangers, re-connects, and performed service line repairs.

Water and Wastewater Treatment Plants (Daniel Myklejord – Lead Water Plant Operator, Darryl Flanders – Lead Wastewater Plant Operator, and Steve Pfouts – Dual Certified Plant Operator)

Completed wastewater plant and water treatment plant required regulatory agency compliance items and performed required sampling events. Coordinated and submitted lab results to FDEP. Performed process control sampling and made necessary plant operational adjustments.

Phase Two of the Wastewater Treatment Plant Modifications Project is in process, is progressing, is on schedule, and is within budget. The projected completion date is Summer 2024.

Phase Two of the Well #4 and Well #5 Water Treatment Plant Expansion Project. Work is in process, is progressing, is on schedule, and is within budget. The projected completion date is by the end of June 2024. Continued work on the newly constructed 400,000-gallon ground storage tank at Water Treatment Plant #3, initial painting in progress.